



EMERGENCY REPAIR FORM SPRING VALLEY

NON-EMERGENCY

Call the office: 715-235-6000. If there is no answer, please leave a message including your name, address, and phone number. Maintenance or service requests will be scheduled for completions as soon as possible.

EMERGENCY

Call the office first: 715-235-6000. If there is no answer, please leave a message including your name, address, and phone number where you can be reached.

1. **Flooding:** If water is uncontrollably flowing into your living areas from any water pipe, please first attempt to shut off the water at its source. After that please call the number below for plumbing assistance.
2. **Loss of heat:** If your heat has gone out during heating months (September—April), please call the heating/plumbing number listed below.
3. **Loss of only toilet:** If your residence has a single toilet that is not functional, please call the plumbing number listed below.
4. **Loss of electricity:** If your residence experiences a complete loss of power to all electrical outlets, lights, & appliances, please call Xcel Energy, your electricity provider, first for assistance. If Xcel Energy is not sending a repair crew to fix the issue, please call the electrician's number listed below.

HEATING & PLUMBING: Hurlburt Plumbing and Heating 715-283-4422

XCEL ENERGY: 800-895-4999

ST. CROIX ELECTRIC: 800-924-3407

GAS: WE-Energies 800-261-5325

If it is important and you need to contact someone immediately, first leave your message on the office answering machine and then call Dave's cell at 715-225-9967.

***Note: It is very important to include your name, address, and telephone number with all messages.

LOSS OF POWER

Most apartments/houses are provided with a GFI (Ground Fault Interrupter) typically located in the bathroom, kitchen sink area, basement, attached garage, and possibly located outside of your apartment/house where electricity runs from the apartment/house to detached garage. The GFI is a safety device with a mini-circuit breaker built in to the outlet. If there is an interruption of current, the GFI button will pop out and eliminate electricity to the area of service connected to the GFI. To regain power, push the reset button on the GFI. If the button continues to pop out, contact the office. If you have no power and the GFI has not popped, check the main fuse/breaker service panel and reset by turning switch off and then on. If this does not produce results, contact the office.

**If something goes wrong, always contact the office first.
715-235-6000**